uonews
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Universal Orlando Resort™ Team Member Newsletter
January 8 - 21, 2018

A New Perk!

Coming Soon!

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Let *Get Healthy!* Help You Reach **Your New Year's Goals**

Special Team Member Discounts to Upcoming Sports Events

New Exclusive Backstage Team Member Starbucks

In response to overwhelming demand, a new Starbucks is coming backstage - exclusive to Team Members! The Starbucks will be located just outside of the main Team Member Wardrobe building and will offer a full Starbucks menu, including your favorite Starbucks snacks and pastries. The walk-up location will be open from 6:00am to 2:00am daily for your convenience and UO Team Members will receive a 25% discount on menu prices with a UO ID.

Stay tuned for more information on this exciting new Team Member amenity!

UNIVERSAL ORLANDO RESORT

PRODUCED BY TEAM MEMBER COMMUNICATIONS
UNIVERSAL STUDIOS FLORIDA™ • UNIVERSAL'S ISLANDS OF ADVENTURE™ • UNIVERSAL'S VOLCANO BAY™ • UNIVERSAL CITYWALK™

What's New

FOR OUR FANS

SuperStar Shuttle's New Look

Universal's SuperStar Shuttle makes arriving in Orlando easy for vacation package guests staying at our on-site hotels. Guests who pay to include this service within their travel packages are greeted by Universal Orlando Team Members at our check-in counters and enjoy a comfortable ride to and from the hotels.

Recently, the fleet of 25-passenger vehicles were "wrapped" with fun images representing various Universal Orlando characters and attractions. "We are always elevating the guest experience," says Dan Donovan, Sr. Director of Sales whose team operates the program for UPRV. "The SuperStar Shuttle is literally the first ride our guests experience and we wanted to make it extra special by theming the exterior of the vehicles." Watch for them on the roadways connecting the airport to Universal Orlando Resort!

IMPACT Wrestling Returns!

IMPACT Wrestling returns to Universal Studios Florida in Soundstage 19 for 6 nights of thrilling Television Tapings. See your favorite IMPACT Stars and Knockouts January 10 – January 15 live! Don't miss out on witnessing Walking Armageddon, Bobby Lashley, Johnny IMPACT, EC3, Eli Drake and of course the lovely and lethal IMPACT Knockouts like Rosemary, Laurel Van Ness and Allie! Start your 2018 with a bang and join us for the first IMPACT Tapings of 2018.

January 10 - 15

For show times, visit the Studio Audience Center. Dates and times are subject to change.

Soundstage 19

IMPACT WRESTLING airs every Thursday night at 8:00pm EST on Pop TV Network.

NOTE: *Team Members and their guests without park admission should arrive one hour prior to tape time at the Blue Man Group courtyard. Team Members must be in "plain clothes;" wardrobe is not permitted. IMPACT WRESTLING events are non-ticketed as seating is based on a first-come first-served basis.*

New Merchandise at Universal Studios Florida

Custom Gear™ Opens at Fast & Furious - Supercharged™

As we gear up for the opening of our highly anticipated new attraction: Fast & Furious - Supercharged, we are revving up excitement amongst our guests with a brand new merchandise venue. Custom Gear, located across from Lombard's Seafood Grille™, is now open for business! The shop features a wide array of items including:

- Themed apparel and accessories
- Car decals • License plates
- Coffee mugs • Key chains
- and plenty more!

Guests will be able to become a part of the Fast family with this epic new gear.

New Secret Life of Pets Assortment at Studio Styles

Studio Styles, formerly a boutique for name-brand sunglasses, watches, and apparel, is now home to a sensational selection of merchandise from Universal Pictures' blockbuster animated comedy "The Secret Life of Pets." The product lineup includes:

- Plush animal toys • T-shirts/hoodies/jackets
- Collectible play figures • Backpacks • Wall decals
- and much more!

Be sure to stop by Studio Styles to see the not-so-secret new merchandise assortment for yourself!

Boyce Avenue to Headline the Florida Cup Fan Fest at Universal Studios Florida

On January 13 and 14, Universal Orlando Resort will be hosting the Florida Cup Fan Fest. This celebration of international soccer will bring fans from around the world together to enjoy theme park thrills, live music, and of course, soccer. Global rock sensation Boyce Avenue has joined the talent lineup for this year's event. Comprised of three brothers, Alejandro, Fabian, and Daniel Manzano, this native Floridian rock band will be headlining the event with their popular covers, as well as their original songs.

Access to the Florida Cup Fan Fest is included with theme park admission. Guests can find further information on Universal Orlando's official blog, and Team Members can stay up to date on the event details by visiting **uKNOW** from any on-site computer.

The event will begin at 8pm on January 13 at the Music Plaza Stage at Universal Studios Florida. **The fun continues on January 14 at 8pm with performances from Brazilian country music duo - Fernando and Sorocaba, as well as Chris Weaver Band.**

In the Spotlight

BILL DAVIS
PRESIDENT & COO
UNIVERSAL ORLANDO RESORTS

Congratulations to everyone on a great end to 2017!

Over the past few weeks, you helped put smiles on the faces of hundreds of thousands of guests who chose to spend time with us for the holidays. Thanks to your focus on guest service and teamwork, we created new memories that families will cherish for years to come. No one else could put on a #HolidayLikeThis!

As you know, this time of year gives us many opportunities to reflect on what truly matters. I am so appreciative to be a part of a team that cares not only about delivering unforgettable experiences, but about treating our guests – and each other – with warmth, professionalism, and respect. Working with you makes me prouder than you could know.

While we can now take a brief moment to catch our breath, things never stay quiet around here for very long. We have a lot in store for 2018, starting with A Celebration of Harry Potter in just a few weeks, followed by Mardi Gras, and of course Fast & Furious: Supercharged is on the horizon. I know I'm looking forward to everything we'll be doing in the coming year.

But for now, I hope you take pride in what we've accomplished together. And please share my appreciation with your families and loved ones for supporting you through our busy season.

May you all have a Happy New Year!

Thank you for all you do,

Bill

During our peak season, Team Members came together to bring our all-new holiday experiences to life for our guests.

An Xtra Thanks!

A special thank you goes out to our front-of-house Team Members who welcomed our "XTRAS" into their work area to assist during the peak weeks.

From Food & Beverage, to Merchandise, to numerous other departments, our back-of-house Team Members had the opportunity to work an in-park shift to provide additional support during our busy holiday season.

Making an Impact

FOR A CAUSE

Are You Involved in a Walkathon, Bowlathon, Swimathon, or Bikeathon?

In support of our Team Members' involvement in the Central Florida community, Universal Orlando's Community Relations team champions up to four pledge-based events (events that raise funds through individual or team participation in which attendees are required to raise money) annually.

How to Apply for Support of Your Pledge-Based Event

To be considered, you must submit an application to the Community Relations Department by Wednesday, February 28. If selected, the pledge event will receive support for one year only and and can re-apply the following year. Universal Orlando-championed Pledge Events will receive:

- $500 donation to the organization on behalf of the Universal Orlando team
- Coverage in *UO News*
- In-kind donation to the organization in support of the overall Pledge Event (if applicable)

Criteria For Consideration

The Pledge Event must have a minimum of ten Universal Orlando Team Members committed to participating in the event. Team Members can be from one department/division, various departments/divisions, and/or Team Member Resource Groups. In addition, the organization hosting the event must:

- Be tax-exempt as defined in Section 501 (C) (3) of the U.S. Internal Revenue Service Code,
- Be located in and serve the Central Florida area (Orange, Osceola, Seminole, Polk, Brevard, or Lake County).
- Serve the community without discrimination on the basis of race, religion, color, gender, sexual orientation, national origin, age, marital status or mental/physical disability.

Access the application and full program criteria on **myUO** under '**Team Member Center**,' '**Our Culture**,' '**Universe of Caring**.'

Questions?

Contact the **Community Relations Department** at **407-224-6783**.

Submit Your Nomination for the President's Volunteer of the Year

There's still time to nominate a Team Member for the 2017 President's Volunteer of the Year! Please take a moment to nominate a fellow Team Member who you feel serves as an exemplary example of volunteering in our community. The President's Volunteer of the Year will have the opportunity to designate $2,500 to the charity of his or her choice!

The nomination form is available on UOTeam.com. Nominees must currently be a Universal Orlando Team Member and nomination forms must be received by Bill Davis no later than Wednesday, January 31. Please forward your completed nomination forms to his attention in B-110.

Please join Bill in helping recognize one of our incredible Team Members by nominating the person you feel most deserves to win the Universal Orlando President's Volunteer of the Year Award today!

Participate in the 34th Annual Dr. Martin Luther King Jr. Parade

UNIVERSAL ORLANDO RESORT AAN AFRICAN AMERICAN NETWORK

Diversity & Inclusion's African American Network is proud to celebrate Dr. King's legacy of peace and unity and invite you once more to join in this annual festive event! Team Members, family, and friends are all welcome to walk in this year's parade with some of our beloved characters. Throughout the year, Diversity & Inclusion partners with Community Relations to ensure our brand is present as an inclusive employer of choice at a variety of multicultural events that touch the communities where we work, live & play.

The theme for the 2018 parade celebration is:
"Remember, Celebrate, Act!
Dr. King - His Voice, His Teaching, and His Love for Humanity."

34th Annual Dr. Martin Luther King Jr. Parade
Saturday, January 13 / 10:00am
Orange Avenue (Downtown Orlando)

Register to Participate Today! Visit UOTeam.com/ourdiverseuniverse and select 'Event Sign Up.'
Registered attendees will receive additional confirmation details via email closer to the event.

Marketing & Sales' Holiday "Can-Struction" Project Supports Our Community

For the second consecutive year, the Marketing & Sales division donated non-perishable food to the community just in time for the holidays. Six teams were formed based upon work areas and each group was challenged to create a holiday sculpture using non-perishable food items. "This event demonstrates our values of teamwork and fun while giving back to those in need," says Dan Donovan, Sr. Director of Consumer Sales and a TSAT Action Group representative for Sales. "Our teams really embrace this project and basing it by work location enabled Team Members to interact and collaborate with their work neighbors."

Executives from Second Harvest Food Bank and Universal Orlando's own Community Relations department toured all six holiday sculptures and were thoroughly impressed. In total, the 2017 Marketing & Sales Holiday Can-struction project resulted in 5,493 pounds of food donations which resulted in 4,578 meals for members of our community.

For Your Benefit

New Year, New You
Let *Get Healthy!* Help You Reach Your Goals

Schedule Your Biometric Screening

Biometric screenings are coming soon! This is a great opportunity to gain insight into your health, identify your risk, and learn about on-site health coaching, and wellness programs available to help you improve your well-being. The screening includes weight, body mass index (BMI), blood pressure, cholesterol, blood glucose, and triglycerides. **This screening is FREE to all UO-paid Team Members.**

Thursday, January 18
7:00am - 5:00pm
Exchange Drive

Tuesday, January 23 – Friday, January 26
7:00am - 4:00pm
Wardrobe Hallway

Registration for biometric screenings is required. Visit http://centracarecorporate.org/onsite/universal/ to sign up!

Weight Management & Physical Activity Workshop Join our on-site Health Coach for a session to learn tips on earn tips on managing your weight and the role physical activity plays. This is perfect for for those with a health-related New Year's resolution.

Wednesday, January 10 / 4:00pm / B-111 (Amity Conference Room)

Diabetes & Pre-diabetes Workshop Looking for help with preventing or managing diabetes? Join our Health Coach to learn more about this disease and steps you can take to be a healthier you.

Thursday, January 18 / 4:00pm / B-111 (Amity Conference Room)

Reminder: "Maintain, Don't Gain" Challenge Wrap-Up If you are participating in the Maintain Don't Gain Challenge, please remember to complete your weigh out with our Health Coach. Participants may obtain their Passport to Health stamp and participation gift once they have completed the weigh out process.

Maintain Don't Gain Weigh Outs - In Wardobe Hallway

Tuesday, January 16 / 11:00am - 4:00pm • Wednesday, January 17 / 7:00am - 4:00pm • Friday, January 19 / 7:00am - 1:00pm

Join the Get Healthy! "Passport to Health" Program

Get recognized for the healthy choices and events that you participate in and start your *Get Healthy*! Passport. Just participate in eight eligible *Get Healthy!* events from now until March 30, 2018, and you can earn a $25 gift certificate!

Eligible events include: attending a coaching session with our Health Coach, completing a health-related screening or annual physical with your health care provider, partaking in on-site Get Healthy! sponsored health screenings or health-related presentations, and many more.

For more information and to get started, please contact Rafy Oquendo at **Health.Coach@universalorlando.com.**

401(k) Plan Limits and Reminders for 2018

After two years without any changes, the Internal Revenue Service had announced an increase to the employee 401(k) deferral limit for 2018. Please see below for the limits that apply to the Universal Orlando 401(k) Retirement Plan (the 401(k) Plan):

Participant Elective Deferral Limit: The 401(k) Retirement Plan allows you to contribute 100% of your salary up to the IRS limit of $18,500. This is an increase of $500 from 2017.

Catch-up Contribution Limit for those 50 and older: If you will be 50 years of age or older in 2018, you can contribute up to an additional amount of $6,000 to a maximum of $24,500 to the 401(k) Retirement Plan.

QUESTIONS?
Please call **Fidelity Investments** at **1-800-835-5095**, or contact the **Benefits Department** at **407-363-8035.**

A Few Tips from the "401(k) Kid"

Increase Your Retirement Savings When deciding how much to contribute to your retirement account, consider at least 5% to ensure that you are receiving the full company match. Remember, Universal Orlando will match you dollar to dollar (100%) up to 3% of your eligible compensation, and then $0.50 (50%) of the next 2% of eligible compensation that you defer to the 401(k) Retirement Plan. To enroll or change your weekly contributions, please visit **www.401k.com**.

Update or Designate Your Beneficiary Make sure your beneficiary information is current. Log on to **www.401k.com**, click on your profile and select beneficiaries to update your record.

Paperless Communication In an effort to prevent unnecessary printing, everyone in the plan was automatically defaulted to receive paperless communication from Fidelity. However, if you would prefer to not be paperless, you can certainly "opt out" of this provision. Log on to **www.401k.com**, click on your profile and select communications to update your communication preferences.

GOOD SENSE

FREE Flu Shots Still Available at TeamCare

According to the CDC, flu activity peaks between December and March generally and can last as late as May. Don't worry; flu shots are still available at TeamCare through January 31 and are FREE for UO Team Members! Third party team members can present their insurance information and pay the applicable co-pay, or pay $26 without insurance. Dependent spouses and children age 12 and over who are covered by a UO medical plan are also eligible to receive a free flu shot. Please contact TeamCare at 407-224-CARE (2273) to schedule your appointment.

Employee Assistance Program Telehealth – Where and When You Need It

Dealing with mental health or substance use issues can be a challenge. But thanks to our Employee Assistance Program, you can now see a Cigna Behavioral Health network licensed provider– when, where, and how it works best for you. Whether you are at home or traveling, Behavioral Telehealth gives you access to video-based services for quality care in a way that is more convenient than visiting an office.

Cigna Telehealth can be used for diagnosis and treatment of behavioral health issues such as:

- Anxiety • Depression
- Family and relationship issues
- Grief • Stress • Substance use

ALL UO-paid Team Members and your household dependents are eligible to receive up to three visits per year, per issue. To locate a provider for this service, please visit **www.Cignabehavioral.com.** Call to make an appointment with your selected provider and the provider will give you the necessary information on how to set up the video-based session according to the technology they are using.

For more information, please call our **Employee Assistance Program at 877-622-4327.**

Around Our Universe

DO THE RIGHT THING

Reporting Unethical Behavior

One of our Core Values is Honesty, Trust and Integrity. When you see an activity or a situation that violates our Values, don't ignore it. Speak Up and let someone know about it! If you ever have a concern regarding ethical activity, please do not keep it to yourself. We offer several channels for raising concerns. Use the option that is most comfortable for you.

Resources Within Your Area:
If you have something on your mind – whether it's about a day-to-day workplace issue, a concern about suspected illegal or unethical conduct or any other matter – you may contact any of these resources:

- **Your Supervisor** – Generally, your supervisor will be in the best position to resolve your concerns quickly. You may also contact your supervisor's manager or other local leader.
- **Human Resources (HR)** – You may also contact your division's HR Representative

Company-wide Resources:
When you're concerned about suspected illegal or unethical conduct, you may prefer to discuss your questions or issues with someone outside your location or business unit. These channels are available around the clock and permit you to remain anonymous if you choose. However, you are encouraged to identify yourself so we are able to follow up with you and provide feedback.

Universal Orlando Integrity Helpline
(The Office of the Ombudsperson)
407-224-4185

The Network
1-877-587-2470
This toll-free number is staffed by The Network, an independent organization operating 24 hours a day, seven days a week.

Do You Know the Comcast Code of Conduct?

Because Universal Orlando is wholly owned by NBCUniversal (a division of Comcast), it is important that all UO Team Members understand and adhere to the Comcast Code of Conduct. Team Members are required to acknowledge that they understand and adhere to the code.

Visit **UOTeam.com** and select '**Comcast Code of Conduct'** under References to view the code and learn more.

Stay in the Know: Team Member Communication Channels & Resources

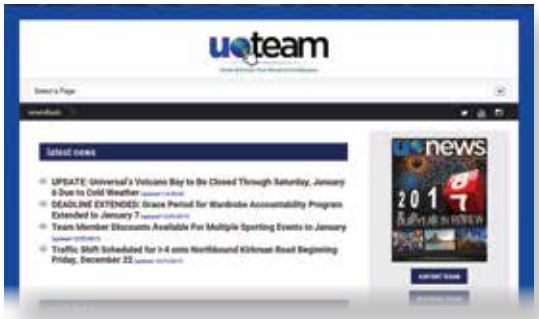
There is a lot going on at our resort – to stay up to date with the latest and most accurate information, Universal Orlando's Internal Communications team regularly produces communications tools like UO News and backstage signage, and maintains online resources including UOTeam.com, myUO announcements, and Communication Stations in an effort to ensure every Team Member receives the latest news of events happening across our universe.

UO News

Distributed every other Monday, UO News features news about current and upcoming events, community involvement opportunities, individual and team recognition, and other ties that connect us all as UO Team Members in a fun, engaging way. ***UO News*** is available in Wardrobe, Team Member Services, Team Member Grills, and online at **UOTeam.com.**

Digital Boards

Team Member Communications' official digital newsboards are located across property in common areas like grills and breakrooms, providing information on upcoming events and important reminders. New messages are posted on a daily to weekly basis.



UOTeam.com

UOTeam.com is Universal Orlando's exclusive Team Member Online Resource, accessible from home and work. It's the place to go for information on Team Member benefits, career advancement opportunities, important announcements, and exciting upcoming events.

myUO Announcements

Accessible only from computers on Universal Orlando™ property or connected to the UO network, **myUO** (SharePoint) offers access to company material and announcements, calendars, park information, internal resources, and more.

Communication Stations

Team Member Communication Stations offer one-click access to important resources including **KRONOS Timekeeping, Self Service Center, and current park information.** It can be accessed via SharePoint on company computers conveniently spread across property.

Questions? **Email communications@universalorlando.com**

Know Your Stuff: Volcano Bay's Operational Status

The winter season is upon us, and while Volcano Bay is a year-round water theme park, cold weather can result in the need for an adjusted operating schedule to ensure the comfort of our guests. For the most up-to-date information regarding the operational status of Volcano Bay, there are two hotlines available:

- **Guests** can check for updates on when Volcano Bay will open by calling **407-817-8317** or staying tuned to Universal Orlando's social channels.
- **Team Members** can call the Volcano Bay Closure Hotline for Team Members at **407-817-1222** to check on the park's operational status for the next day. The Closure Hotline will be updated by 6:00pm daily. Team Members who work at Volcano Bay will be notified by their home department regarding report times when the park is due to open.

Additionally, Team Members can access **uKNOW** from any on-site computer for Volcano Bay operational updates, as well as "Cold Weather" Talking Points to more accurately answer guest questions.

Perks & Play

Team Member Discounts to "Play Ball" in the New Year

Whether you're a sports fanatic, or just looking for a fun time, Universal Orlando Team Members have the option to kick off 2018 with exclusive discounts to three different sporting events! The links to purchase tickets for these events can be found on **UOTeam.com** under **'Latest News'**, so make sure to grab your seats while these discounts last.

Florida Cup 2018 Universal Orlando Team Members receive an exclusive offer of 70% off tickets to Florida Cup 2018 - Corinthians vs. PSV Eindhoven. This special offer is valid for up to 3 guests! Purchase your seats using the Promo Code: UNIVERSALNIGHT.

Wednesday, January 10 / 7:00pm / Orlando City Stadium

Additionally, Team Members can use this Promo Code to receive a 50% discount on other select matches.

NFL Pro Bowl The Pro Bowl is coming back to Orlando! Don't miss your chance to see NFL greats compete live and inspire the next generation of stars and fans. Current UO Team Members can use the Promo Code: UNIVEMP to claim an exclusive Team Member offer on tickets to event.

Sunday, January 28 / 3:00pm / Camping World Stadium

Magic vs. Bucks Orlando Magic is offering Universal Orlando Team Members discounted seating for the Orlando Magic vs. Milwaukee Bucks game.

Saturday, February 10 / 7:00pm / Amway Arena

$14 - Upper Level (1 guest welcome) $42 - Lower Level (1 guest welcome, limited seating)

Note: Tickets are available for purchase at the discounted rate through Thursday, January 18

New Year, New Discounts! Check Out the Savings Spotlight

With the new year comes new exclusive discounts for Universal Orlando Team Members! The Savings Spotlight, accessible from UOTeam.com, features hundreds of discounts just for YOU, which include businesses and services such as:

- Entertainment and Attractions • Gyms and Fitness Studios
- Restaurants • Child Care • Phone Plans
- Financial and Legal Services • and so much more!

Be sure to visit the Savings Spotlight at **UOTeam.com/savings** for the latest offers and see all the ways that you can save money, just by being a Universal Orlando Team Member!

2018 Softball and Soccer League Registration

Step up to the plate this season and join Universal Orlando's 2018 Softball League!

Online Registration Opens
Thursday, January 4 / 9am
Registration Paperwork Due: January 19
League Starts: Monday, February 5

Team Members can also kick off their year by signing up for the 2018 Soccer League!

Online Registration Opens
Thursday, January 9 / 9am
Registration Payment Due: January 26
League Starts: Tuesday, February 13

Visit **UOTeam.com/sportsleagues** to register your team, download the required paperwork, and review the details and dates for the sports leagues. You must have an active Universal Orlando Team Member ID or third party partner ID to participate.

Block Out Dates Lifted

Team Member Comp Pass blockout dates for the holiday season have been lifted as of January 4! For a full list of 2018 Comp Pass blockout dates, please visit UOTeam.com/comppass. Additionally, the Comp Pass Hotline can be reached at 407-224-6110 for the most updated blockout information, as dates are always subject to change.

QUICK CUTS

Share Your Celebrations

- Congratulations to **Karen Smizmaul** from Human Resources and Michael Vita - the couple wed on December 10.
- Congratulations to **Chrystalyn Jacobs** from Attraction Operations and Miguel Gil de Padua Ferreira Silva - the couple wed on December 14.
- Congratulations to **Jannelle Ramos** from Finance and Arnaldo Ramos on the birth of their child, Elise Alia Ramos, on December 22.
- Congratulations to **Katrina Redman** from Marketing & Sales and Wes Redman - the couple celebrated their 30th wedding anniversary on December 28.
- Congratulations to **Paul Hangsleben** from Technical Services and Denise Hangsleben - the couple celebrates their 20th wedding anniversary on February 14.
- Congratulations to **Lindsey Burbank** from Entertainment and **Aaron Jasenovec** from Attractions Operations on their recent engagement.

Are you celebrating a recent wedding anniversary, marriage, birth or adoption? Tell us about it and we'll feature it in an upcoming issue of ***UO News!*** Simply visit **UOTeam.com/celebrations** and fill out the easy-to-use form with your information.

Special Offer for UO Team Members from FAIRWINDS Credit Union

For a limited time, Team Members can receive a FREE appraisal ($495 value) for any application for home purchase or home refinance at the on-property FAIRWINDS location from January 19 through March 5, 2018.

Visit the Universal Orlando Fairwinds Branch for more details.

F.L.O.W. Bus Returns

Renew or obtain a replacement driver license, change a name or address on a driver license, get an identification card, renew a vehicle registration, or purchase a specialty license plate – right here on property! Keep in mind that UO family members are accepted as well!

FHP FLOW BUS - ONSITE
THURSDAY JANUARY 11
10:00am – 2:00pm / Gate 2 Area
No appointments necessary

And There's More!

IMPORTANT NUMBERS AND OPERATING HOURS

Universal Orlando strives to make vital information available to you at all times of the day, for any need. Below are very important numbers and hours. Please make yourself familiar with them and post them near your phone!

Security
407-363-8333
Report suspicious activity, emergency conditions, or unruly behavior

Safety
407-363-8311
Report any safety violations that may harm our guests and Team Members

Emergency Information
407-22-HOTLINE (4-6854)
1-855-879-7113 (toll-free)
Get real-time updates on UO's response to hurricanes and other emergencies

Energy Conservation
407-224-4NRG (4-4674)
Report energy waste in your area

Speak Up!
Report an unethical, illegal, or irresponsible act that may cause harm or serious loss to the company, our Team Members, or our guests:

The Network
1-877-587-2470

Comcast Listens
1-877-40-LISTENS

NBCUniversal Integrity Helpline
1-800-622-6221

Comp Pass Hotline
407-224-6110
Find out current blockout dates for Team Member comp passes

Volunteer Information
407-363-8731
Learn about donating your time and services to a worthy cause

Employment Verification
1-800-996-7566
The Work Number handles employment verification of all Team Members

U-Stop (Wardrobe)
Open daily 6:00am to two hours after the last park closes

Team Member Services
Located in B-111
407-363-8040
Mon & Fri ..... 8:00AM - 5:00PM
Tue & Thu..... 8:00AM - 6:00PM
Wed..... 6:30AM - 5:00PM
Sat..... 8:00AM - 12:00PM
Sun..... Closed

Located in CityWalk Admin Lobby
Wed..... 9:30AM - 12:30PM
Fri ..... 3:00PM - 6:00PM
Mon, Tue, Thu, Sat, Sun.....closed

FAIRWINDS Credit Union
Located in T-16
407-277-5045
Mon-Thu.....9:00AM - 5:00PM
Fri.....7:00AM – 5:00PM
Sat-Sun..... Closed

Tech Base
407-363-8762
Report the need back of house mechanical/electrical repairs.

Benefits
Located in B-111
407-363-8035
Mon, Tue, Thu.....8:00AM - 5:00PM
Wed & Fri.....7:30AM - 5:00PM
Sat & Sun ..... Closed

Payroll
Located in B-111
407-363-8640
Mon-Thu.....8:00AM - 5:00PM
Fri.....7:30AM - 5:00PM
Sat & Sun ..... Closed

TeamCare
Located in Wardrobe
407-224-CARE (4-2273)

Medical Care
Mon - Fri.....7:00AM - 5:30PM
Sat & Sun ..... Closed

Walgreens Pharmacy at TeamCare
Mon–Fri.....6:00AM - 6:00PM
Sat & Sun ..... Closed

UO Career Network
407-224-6677
Universal Orlando's career management system (current UO Team Members only, external applicants contact 407-224-7731)

Volcano Bay Closure Hotline
Guests: **407-817-8317**
Team Members: **407-817-1222**

IT Service Desk
407-224-HELP (4-4357)
Password resets and technical assistance

UNIVERSAL ORLANDO RESORT

Numbers and hours are subject to change. Access the most current information on **UOTeam.com.** Select **"Important Numbers & Hours"** under the **References** menu.
Tip: For your convenience, when accessing **UOTeam.com** from your smartphone, you'll have the ability to simply select the number to direct dial! **[UPDATED Jan 2018]**

uonews

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1000 Universal Studios Plaza • Orlando, FL 32819 | Phone: **407-224-5078** • **www.UOTeam.com**

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